

Janet Napolitano
GOVERNOR



Sherri L. Collins
EXECUTIVE DIRECTOR

1400 West Washington • Room 126 • Phoenix, Arizona 85007
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July 2, 2007

Marlene H. Dortch
Office of the Secretary
Federal Communications Commission
445 12th Street, SW
Room TW-B204
Washington, D.C. 20554

RE: TRS Consumer Complaint Log Summaries for June 1, 2006 through May 31, 2007
CG DOCKET NO. 03-123

Dear Secretary,

The Arizona Commission for the Deaf and the Hard of Hearing respectfully submits the Arizona Relay Service (AZRS) annual consumer complaint log summaries for the June 1, 2006 through May 31, 2007 period, as mandated by the Federal Communications Commission.

This report is made up of three sections which will be electronically submitted:

1. Arizona FCC Report Cover Letter.doc (this letter)
2. Verizon AZRS Complaint Log Summary.doc
3. Hamilton AZRS Complaint Log Summary.doc

Verizon was the provider for AZRS through midnight, January 31, 2007. Section 2 reflects this data. Verizon declined to provide call data relating to the total number of interstate relay calls by type of TRS, stating that they believe this information is provided voluntarily. CapTel services that Verizon provided were subcontracted to Hamilton Relay.

Hamilton Relay is the current provider for AZRS, and Section 3 reflects this data. Hamilton has stated that they will file the requested call data relating to the total number of interstate relay calls by type of TRS, directly with the FCC, under protective seal.

Hamilton processes any complaint, which originates via e-mail, fax, telephone, regular mail, outreach events, at the workstation, etc. Those complaints and resolutions are reflected in Section 3. Hamilton normally provides a resolution to all complaints within 72 hours. The complaints enclosed are resolved.

In the Miscellaneous External and Fraudulent/Harassment Call categories, you will find one complaint that we believe to be associated with fraudulent activity over Internet Relay. Hamilton continues to implement protocols specifically designed to prevent calls originating from an international IP address from accessing the relay.

Please feel free to contact myself at (602) 542-3383 V or (602) 364-0990 TTY or Dixie Ziegler with Hamilton Relay at 800-618-4781 V/TTY with any questions regarding the above.

602-364-0990 TTY • 602-542-3323 v • 800-352-8161 v/TTY • 602-542-3380 FAX • INFO@ACDHH.STATE.AZ.US

The mission of the Arizona Commission for the Deaf and the Hard of Hearing is to
ensure, in partnership with the
public and private sectors, accessibility for the deaf and the hard of hearing to
improve their quality of life



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Sincerely,

Sherri Collins

Executive Director / TRS Administrator

Arizona Commission for the Deaf and Hard of Hearing